



Amalgamated Sugar

Pure. Sweet. Grower-Owned.

Amalgamated Sugar has roots dating back to 1897, starting out as Ogden Sugar with its first plant in Ogden, Utah. A few years later, Ogden Sugar and Logan Sugar consolidated to form the Amalgamated Sugar Company. In 1902, Amalgamated Sugar acquired the Oregon Sugar Company, and then went on to expand into more factories, a laboratory and a distribution center. In 1934, the company started marketing its White Satin-branded sugar to consumers, retailers and the food industry. Five years later, they diversified into manufacturing and selling its first feed products to sheep and cattle farms. Today, Amalgamated Sugar's Twin Falls, Paul, and Nampa factories continue to produce a total of up to 1.6 billion pounds of sugar each year and is a highly-successful cooperative, run by growers who formed the Snake River Sugar Company.

As the company expanded, so did its ad-hoc printer and copier acquisitions

Throughout the sugar manufacturer's genesis, Amalgamated Sugar's factories and offices grew, as did their need for copiers & printers. Amalgamated soon found itself with more than 230 devices (hardware) and in excess of 107 different makes & models. They were buying copier toner at retail stores. Various managers had signed contracts with 11 vendors and some of the equipment they were leasing could not be tracked (no usage or repair records, no consistent management, etc.). When a copier or printer didn't work properly, there was no plan in place as to how it would be fixed or even maintained. Amalgamated was spending time, money and effort in attaining office equipment to fill their immediate needs, but without an effective strategy in place.

NuQuo was brought in to build and execute a copier and printer strategy

Fast-forward several years to 2016. Amalgamated knew their office equipment fleet was outdated, out of control, and in need of an overhaul. Yet, management and IT had limited time and resources, so they brought in NuQuo.

Working collaboratively with the clients' IT Director & staff, the experts at NuQuo quickly did the following:

- Assessed the copier and printer fleet – where they were physically located, needs, and built an equipment strategy and processes to manage growth
- Analyzed all contracts – both leases and purchases – and uncovered the vast array of brands and models, the huge lack of standardization, and past-term leases

About the customer

Amalgamated Sugar is the 2nd largest sugar beet processor in the US, with about 180,000 acres of sugar beets being grown in Idaho, Oregon, and Washington. The company manufactures both industrial and retail sugar products marketed under the brand White Satin, and is a major producer of beet pulp, molasses, and other feed products for use by food and animal-feed manufacturers.

Printer/copier challenges

- 11 different printer and copier vendors
- 16 leases with 5 different companies
- A lack of a printer strategy - toner/service not on contract & thus a lack of cost efficiencies in that space

NuQuo Solutions

- Consolidated down to 2 vendors, from 11
- Negotiated much-needed Break/Fix feature into vendor agreements
- **Reduced client's printer and copier costs by 26%**

"Got to love the NuQuo model – they collaborated with us all along the way, while providing countless hours of hard work, and analysis to my staff & I"

Fran Caprai, IT Director

Amalgamated Sugar

NuQuo's expertise helped lead Amalgamated Sugar to a 26% overall savings

The NuQuo team was able to help the client achieve the following:

- Realization that Amalgamated Sugar was not getting optimum pricing, equipment, or management services from its vendors
- Consolidation from 11 vendors down to 2, Standardized models, put better processes in place
- Saved more than 300 hours of client's time to assess and provide detailed analysis and executable plan
- Negotiated an equipment break/fix plan so Amalgamated has no downtime or wasted IT resources

Let NuQuo do the heavy lifting so you don't have to

NuQuo's challenge with Amalgamated was somewhat typical of the challenges that most of their clients face. Amalgamated had no staff members with enough knowledge about their printers and copiers to answer most of NuQuo's questions. NuQuo knew that Amalgamated needed NuQuo's expertise, fast. John Lamken and Mark Barrick of NuQuo went in, assessed their client's business needs and effectively laid out a comprehensive strategy that the client was happy with.



When asked why Amalgamated likes working with NuQuo so much, Fran Caprai, Amalgamated IT Director said, "Why do I like NuQuo? They are an independent expert in this space that just flatly delivers on what they say they will: hundreds of hours of hard work and analysis, outstanding bottom line savings, and better SLAs that will protect my firm going forward."

NuQuo's John Lamken, vice president of strategy and development; and Mark Barrick, founder and president, tour Amalgamated Sugar Company's Twin Falls, Idaho facility.

About NuQuo

The NuQuo Group is a national firm based in the northwest who comes alongside a client as their advocate, an extension of their team, helping them achieve outstanding cost savings within their copy & print environments. In the last two years alone, with 100% customer satisfaction, NuQuo has generated an average cost savings of 33+% across all of our engagements while contributing about \$6,000,000 back to our customer's bottom line.

Our core team is made up of highly-experienced insiders & executives (20+ years) from the copier & printer industries. With former dealer/owners, National Account Managers, and sales & marketing representatives from companies such as Hewlett Packard, Xerox, and others.....we bring invaluable insider knowledge, a thorough & complete process for each client, a national database of all vendors' products, service, & supplies costs, and preferred national pricing from suppliers that can be facilitated for any client. Lastly, NuQuo has no upfront fees and only gets paid a small percentage of the savings generated for clients.

Listed below are a few additional client examples, starting with the name of the client, number of locations, total devices, and their overall savings percentage as a result of collaborating with NuQuo:

- Ogden City, Utah** – 18 city locations, 220 devices, 31% savings
- MountainStar Healthcare** (part of HCA) – 11 NorthWest Hospitals, 2610 devices, 45% savings
- Merit Medical** - 5 locations worldwide, 3 US, 2 international, 350 devices, 27% savings
- Horrocks Engineers** - 10 locations in western US, 39 devices, 38% savings
- Woodgrain Millwork** - 13 locations nationwide, 270 devices, 32% savings
- Franklin Building Supply** - 12 locations in the Northwest, 100 devices, 29% savings
- Pioneer Title** – 12 NorthWest locations, 120 devices, 39% savings

For more information about the NuQuo Group go to:

<http://www.nuquo.com/>

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